

Annex B - Terms of Reference – Capacity building and training services

Required service	Capacity building and training services
Tentative Period:	One year contracting as a framework contract

I. **Organization background:**

Malteser International (MI) is a Catholic faith-based NGO undertaking humanitarian missions across Asia, Africa, the Middle East, Europe, and the Americas. With its European headquarters based in Germany, MI's core values revolve around Catholic principles, humanity, trust, transparency, and accountability.

Since its establishment, MI has been at the forefront of delivering crucial humanitarian aid to communities worldwide. Our presence in the Türkiye offices and our project in NWS through our partners, has been particularly impactful, spanning back to 2014. In close collaboration with our local implementing partners, we remain steadfast in providing essential support to crisis-affected people in both NWS and Türkiye.

Our humanitarian efforts encompass a broad range of services in various humanitarian sectors, with a dedicated focus on emergency lifesaving primary and secondary healthcare, emergency water, sanitation, and hygiene (WASH) services, as well as food security in NWS. In Türkiye, our initiatives pivot around protection, livelihood support, and fostering social cohesion among Syrian refugees and the host communities.

MI intends to contract with capacity building service provider to deliver some training courses to its staff and the IPs relevant staff, the training courses include projects management, strategic management, proposal writings, procurement, logistics, finance and languages.

The training will be attended by different staff from different departments, to enhance their capacity and the quality of the work, and to deliver efficient projects.

The training courses can be online or face to face in Gaziantep city where MI office is located, the required service will be for one year duration and some of the trainings may be repeated if there is a need.

II. **Requested service background:**

The aim of the required service is to enhance the capacity building of the staff with a list of training mentioned in Annex 1.

III. **Deliveries:**

The required trainings list is as below:

#	Training	Brief description
1	Proposal writing training	Proposal Writing Training is a specialized program designed to equip individuals with the skills and knowledge needed to create effective, persuasive, and professional proposals. These proposals can be used in various contexts, such as business, academia, government, or non-profit organizations, to secure funding, win contracts, or gain approval for projects.

2	Program D Pro training	This training focuses on equipping participants with the skills and tools needed to effectively manage complex development programs that aim to address social, economic, and environmental challenges. It emphasizes a results-based approach to program management, ensuring that programs deliver measurable impact and align with organizational goals.
3	Strategic Management training	Strategic Management training provides professionals with the skills to develop, implement, and assess work strategies. It covers strategic planning, competitive analysis, leadership, decision-making, and change management, helping participants align business goals with market conditions and drive long-term success.
4	Rapid Need assessment & health need assessment training	This training focuses on equipping participants with the skills to systematically assess health needs in a given population. It covers key methodologies for data collection, analysis, and interpretation to identify healthcare gaps, prioritize interventions, and inform program planning. Participants will learn to design assessment tools, engage stakeholders, and translate findings into actionable strategies for improving health services and resource allocation.
5	CHS in project management cycle training	Provide an in-depth understanding of the Core Humanitarian Standard (CHS) and its integration into the project management cycle. Participants will learn how to apply CHS principles in planning, implementation, monitoring, and evaluation to ensure accountability, quality, and effectiveness in humanitarian projects.
6	Program evaluation and OECD criteria training	Provide participants with a comprehensive understanding of program evaluation in the humanitarian sector, focusing on the OECD-DAC evaluation criteria (Relevance, Coherence, Effectiveness, Efficiency, Impact, and Sustainability). Participants learn how to design, conduct, and interpret evaluations to assess project performance, improve accountability, and enhance decision-making. The training covers evaluation methodologies, techniques, analysis frameworks, and practical applications to ensure high-quality, evidence-based evaluations.
7	Storytelling and Effective Communication training	The Storytelling and Effective Communication Training equips participants with the skills to craft compelling narratives and communicate persuasively in professional and humanitarian contexts. The training covers key storytelling elements, emotional and persuasive techniques, audience engagement strategies, and the use of visuals and multimedia. Through interactive exercises and real-world case studies, participants will enhance their ability to convey impactful messages for advocacy, donor engagement, and community outreach.
8	Advanced procurement training	The training shall be according to MI policy and procedures, with additional materials about humanitarian procurement, also with recommendation report about policy improvement and the knowledge shortage in the training participants.
9	Logistics training (warehousing, fleet, asset, customs clearance) training	The training shall be according to MI policy and procedures, with additional materials about humanitarian procurement, also with recommendation report about policy improvement and the knowledge shortage in the training participants.

10	Anti-fraud training	<ul style="list-style-type: none"> * Get a deep understanding of what fraud is, its various forms, and the significant impact it can have on individuals and organizations. * Ethical dilemmas that may arise during fraud examinations will be learned, along with guidance on how to navigate them with integrity and professionalism. * Mastering the various types of fraud. * Develop advanced skills in conducting interviews, data analysis, surveillance, and undercover operations. * Unlock the importance of internal controls in fraud prevention and learn how data analytics can be used for fraud detection. * Develop robust fraud prevention programs. * Explore the criminal and civil law aspects of fraud cases, the role of regulatory bodies, and the processes of gathering and preserving evidence. * Dive into cross-border fraud investigations, money laundering schemes, global anti-fraud initiatives.
11	First aid training	First Aid Training provides individuals with essential skills to respond to medical emergencies, prevent further injury, and provide life-saving care until professional help arrives. The training covers key areas such as CPR, wound management, fracture stabilization, choking relief, and emergency response procedures.
12	Excel (Advanced)	Advanced Excel training, including data query, and detailed mathematical formulas
13	Management Skills	Management Skills Training provides Senior and SMT teams with leadership, communication, and problem-solving skills to lead teams effectively and drive organizational success. The areas that must be covered by the training are team management, decision-making, conflict resolution, and time management. Participants learn how to enhance productivity, reinforce collaboration, and navigate workplace challenges with confidence
14	Medical procurement training	A training course about best practices in medical procurement, brief about essential medicine, brief about medical devices used in hospitals, a brief about medical consumables.
15	Intermediate level English course	The Intermediate English Course enhances language proficiency by focusing on grammar, vocabulary expansion, speaking, listening, reading, and writing skills.
16	A1 Arabic course	The A1 Arabic Course introduces beginners to the fundamentals of the Arabic language, focusing on basic vocabulary, sentence structures, pronunciation, and essential communication skills.

IV. Timeline and milestones

The required service shall be for one year as a framework agreement, the payment shall be upon completion of each training course.

V. Required resources

The below requested resources need to be supplied from the service provider side, as follow:

1 Venue

The service provider is responsible for preparing a venue, the venue needs to fit all the staff according to each training.

The venue needs to be ventilated, heated or cooled, and with enough lighting.

The venue must be equipped with a conference camera, in case there is an online attendance.

2 Stationery

The service provider must provide one notebook with one blue pen for each participant
One copy of the training curriculum for each participant
the venue to be equipped with 2 flip charts, projector

3 Certification

The service provider must provide a training completion certificate for each participant.

4 Hospitality

two coffee breaks in each day of the training (tea , coffee, soft drinks, cookies, dried fruits, water)
Lunch for each participant (meat or chicken, salad, soup, soft drink)

5 Reports

At the end of each training, the service provider will submit a report about how the training was implemented and how to improve the staff capacity in that training.

6 liaison with local authorities

The service provider must notify Gaziantep governor office about the training before it happens.

VI. Payment terms

The payment shall be after the completion of each course, it will be in Euro , and the invoice shall be issued from the service provider who is registered in Türkiye.

VII. Data protection

While delivering the training, the personal data protection shall be adhered to in accordance to the Turkish laws.

VIII. Confidentiality, intellectual property

The service provider should keep all of the information while conducting the training as confidential, and the training course material is considered as MI property.

IX. Insurance liability

The service provider is responsible for the insurance of the sub-contractors or trainers while delivering their trainings.

X. Dispute resolution, force major

In case there is any disagreement between the two parties, first it needs to be solved amicably, if not solve it will be done according to the Turkish laws and in Gaziantep courts.

XI. Expertise and selection criteria

The required qualification for each training is detailed in annex 1.

XII. Amendment

In case there is a change in the service scope, it needs to be done after getting the approval from MI side.

Annex 1

#	Training	Duration (in days from 0900 to 1700)	Training language	Attendan ce method	Notes	Trainer requirement/ Selection criteria		Attendee s number
						Essential	Award	total
1	Proposal writing training	3	English	Physical	NA	*Proficiency in Writing Humanitarian Grants: Demonstrated ability to create effective applications for key humanitarian donors, such as the UN, EU. *Knowledge of the Syria Humanitarian Context: A thorough awareness of the financial environment, sector-specific priorities, and operational difficulties in the Syria response. *Training and Capacity-Building Skills: Capacity to provide needs-based, interactive training for humanitarian professionals with varying levels of experience	100% financial scoring	25
2	Program D Pro training	5	English	Physical	Exam costs to be included, exams to be in line with the institute of (PM4NGOs) .	*Master/bachelor's degree or MBA in Business Administration, Strategic Management, or a related field *Proven experience in Strategic planning training/consulting. (5 years at least) *Training and Capacity-Building Skills: Capacity to provide needs-based, interactive training for humanitarian professionals with varying levels of experience *Trainer member of PM4NGOs	100% financial scoring	17
3	Strategic Management training	2	English	Physical	NA	*Master/bachelor's degree or MBA in Business Administration, Strategic Management, or a related field *Proven experience in Strategic planning training/consulting. (5 years at least)	100% financial scoring	30
4	Rapid Need assessment & health need assessment training	3	English	Physical	NA	*Degree on health, social affairs, development studies Strategic Management, or any other related field *5 years of experience in conducting study, research, assessment in humanitarian or development context. *Proven experience in providing similar training with recognized organization.	100% financial scoring	24
5	CHS in project management cycle training	2	English	Physical	NA	*Bachelor's or Master's degree in Humanitarian Studies, International Development, Project Management, Public Health, or a related field. *Minimum 5 years of experience in humanitarian or development programs, particularly in project management, MEAL (Monitoring, Evaluation, Accountability, and Learning) *Proven experience in providing similar trainings with recognized organization.	100% financial scoring	20

6	Program evaluation and OECD criteria training	3	English	Physical	NA	<ul style="list-style-type: none"> *Bachelor's or Master's degree in Humanitarian Studies, International Development, Project Management, Public Health, or a related field. *Minimum 7 years of experience in humanitarian or development programs, particularly in project management, MEAL (Monitoring, Evaluation, Accountability, and Learning) *Previous experience in conducting internal or external program evaluation with I/NGO *Proven experience in providing similar trainings with recognized organization. 	100% financial scoring	25
7	Storytelling and Effective Communication training	2	English	Physical	NA	<ul style="list-style-type: none"> *A degree in Communications, Journalism, Marketing, Media Studies, or a related field. *At least 5 years of experience in storytelling, content creation, public relations, or strategic communication, preferably in the humanitarian or development sector *Proven track record in delivering interactive workshops and training sessions on storytelling, public speaking, or media engagement. 	100% financial scoring	16
8	Advanced procurement training	2	English	Physical	NA	<ul style="list-style-type: none"> * 10 years experience * English proficiency level C1 * Certificate from CIPS at least level 4, or certificate in Supply chain from AIPICS * Proven experience in similar training. 	100% financial scoring	17
9	Logistics training (warehousing, fleet, asset, customs clearance) training	1	English	Physical	NA	<ul style="list-style-type: none"> * 10 years experience * English proficiency level C1 * Certificate from CIPS at least level 4, or certificate in Supply chain from AIPICS * Proven experience in similar training. 	100% financial scoring	17
10	Anti-fraud training	2	English	Physical	NA	<ul style="list-style-type: none"> * 10 years experience * English proficiency level C1 * Certified for this kind of courses 	100% financial scoring	32
11	First aid training	1	English, with Turkish translation	Physical	NA	<ul style="list-style-type: none"> *Official and authorized Certification in First Aid & CPR from the TC government. Background in healthcare, paramedics, or emergency response. * Proven Experience in conducting safety and emergency response training (5 years at least) 	100% financial scoring	20
12	Excel (Advanced)	3	English	Online	the training to be online, or at a hall (at the SP place), the 3 days shall be delivered in different days (each day 2 hours)the total required hours is 21 hours.	<ul style="list-style-type: none"> * 10 years' experience * English proficiency level C1 * Certified for this kind of courses 	100% financial scoring	12
13	Management Skills	2	English	Online	NA	<ul style="list-style-type: none"> * Bachelor Degree in Business Administration, or Management *Proven experience in management training/consulting (5 years at least) 	100% financial scoring	15

15	Medical procurement training	1	English	Physical	NA	* 5 years' experience in medical supply chain. * English proficiency level C1	* 45% medical bachelor/master/PHD degree * 55% price scoring	11
16	Intermediate level English course	200 hours	English	Online or Physical	the training will be 200 hours in different days, hospitality is not needed for this training, it will be either online or at the SP hall or in MI I office	*Bachelor's degree in English, Linguistics, Education, or a related field *Provide Experience in teaching English (5 years at least)	*TEFL/ILETS certification 45% Scoring * 55% financial scoring	11
17	A1 Arabic course	200 hours	Arabic	Online or Physical	the training will be 200 hours in different days, hospitality is not needed for this training, it will be either online or at the SP hall or in MI I office	* bachelor Degree in Arabic Language. *Experience in teaching Arabic to non-native speakers. (5 years at least)	100% financial scoring	10